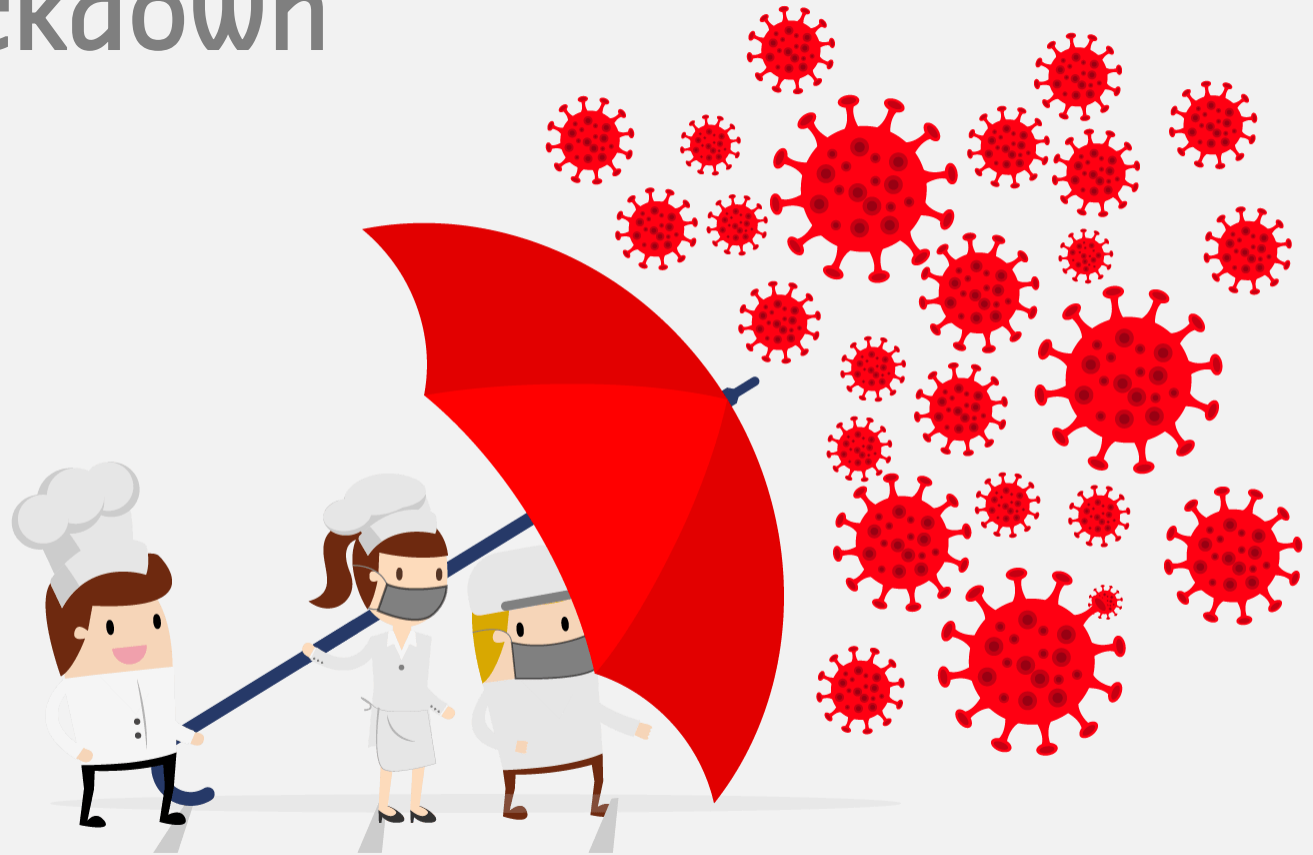


# COVID-19 Post-lockdown

How to best implement  
health & safety guidelines?

May 2020



# Restart your business after lockdown

A guiding framework

Puratos  
Reliable partners in innovation

MORE THAN EVER  
YOU CAN  
#RelyOnUs



In more and more countries, businesses can reopen and, step by step, people can go to the shops again. Although we have all been looking forward to this moment, we are aware that it's not so easy to prepare for this post-lockdown phase.

In this new normal, our way of working must evolve to make sure we act in line with safety & hygiene regulations, towards employees as well as consumers. Based on our internal Safety & Hygiene manual, we are happy to share some inspiration from a global perspective\*. Your local legislation is relevant and may give different guidance; if this is the case, please stick to the procedures set by your local authorities. **We hope this framework can help guarantee a smooth re-start of your business.**

In these challenging times, we want as always to be your reliable partner in innovation and beyond. More than ever, you can **#RelyOnUs**.

All the best. And Take care!

Puratos  
Reliable partners in innovation

\*Before anything else, local legislation on hygiene & safety should be applied

# HEALTH & SAFETY - COVID19

## Post-lockdown



### Guiding principles:

1. The key objective is to ensure social distancing and proper cleaning and disinfecting.
2. The use of masks is recommended.
3. If social distancing cannot be guaranteed then use of masks should be mandatory.
4. In all situations, full compliance with local legislation must be ensured. In some countries, non-compliance with local legislation may trigger sanctions.
5. This guidance has been developed with the intention of inspiring you with practical tips for the reopening of your business. It is not intended to replace your own policies or any requirement set by local legislation or seeking specialized legal advice where appropriate.
6. As we continue to learn more about operating businesses during COVID-19, this guidance may evolve over time. In any event, please keep your actions/policies based on your duty of care towards your employees and customers at all times.

# HEALTH & SAFETY - COVID19

## Post-lockdown manual



1. Employees healthy @ work. How to manage the symptoms.

2. How to guarantee a safe working place. Some general guidelines.

3. Specific additional measures for different work environments.

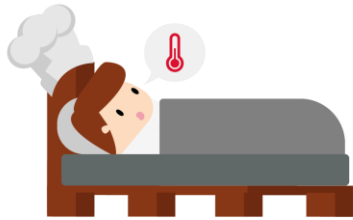
4. How to manage customers.

# 1. Employees healthy @ work

## How to manage the symptoms



Before employees come in to work, make sure they have done a health and temperature check.



Fever (temperature of  
 $\geq 99,1^{\circ}\text{F}^*$  or  $37,3^{\circ}\text{C}$ )



Cough



Shortness of breath

In case of symptoms, **they should stay at home** and contact their employer directly.  
Upon arrival, temperature should be checked at the entrance for all employees.

# 1. Employees healthy @ work

## How to manage the symptoms



In the event that a staff member becomes unwell in the workplace with typical symptoms of COVID-19, they should be removed to an area away from other people.



If possible, find a room or area where they can be isolated behind a closed door, such as a staff office. If possible, open a window for better ventilation.

Arrangements should be made for the unwell employee to be removed quickly from the food store.

While they wait for medical advice or to be sent home, they should avoid any contact with other employees.

They should avoid touching people, surfaces, and objects.

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## 2. How to guarantee a safe working place

### Some general guidelines



1. Social distancing.
2. Mask specifications, use and disposal.
3. Cleaning and disinfection of the work environment.
4. How to wash your hands.
5. How to use gloves.
6. Select one-way paths to avoid people crossing.



# How to guarantee a safe working place

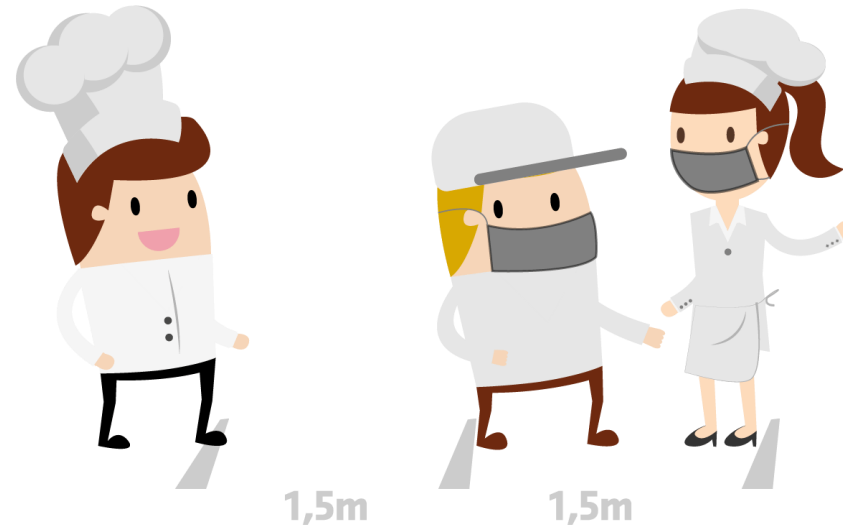
## 2.1 Social distancing



**During all activities, the distance between people should never be less than 1.5 metres. (2m or more if recommended by local authorities)**

Whenever social distancing cannot be respected, the use of masks is mandatory. For all other cases, it is recommended.

We recommend avoiding places with poor ventilation or crowding people in **SMALL PLACES.**



# How to guarantee a safe working place

## 2.1 Social distancing



Refrain from shaking hands.

# How to guarantee a safe working place

## 2.1 Social distancing



### **Cover coughs and sneezes.**

Cover your mouth and nose every time you cough or sneeze.

Use a disposable tissue to cover your mouth or nose if possible.

If a cough or sneeze sneaks up on you and no tissue is available, cough or sneeze into your elbow/upper sleeve.

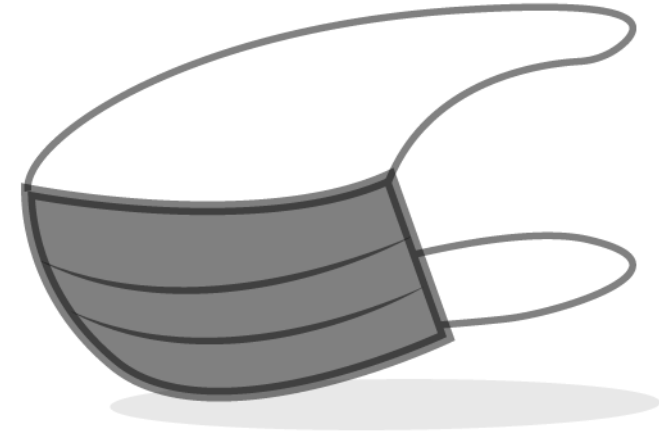


# How to guarantee a safe working place

## 2.2 Masks specifications



- Disposable masks (N95/Mask1 or similar) or washable masks are indicated.
- In the preparation areas (including storage areas) masks should be changed at least every shift.
- In administrative areas they should be changed at least every day.
- If washable masks are used, strict cleaning procedures should be established and applied.
- Used masks should be disposed of in covered containers with pedal opening. This will avoid any unintended contact with surrounding material.
- When a mask is not in use, it should be kept in a closed container or box



# How to guarantee a safe working place

## 2.2 Use of masks



If washable masks are washed at home, use a minimal temperature of 90°C to ensure the inactivation of any virus retained in the mask

### How to wear a mask?



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge



Remove a used mask by **HOLDING ONLY THE EAR LOOPS**

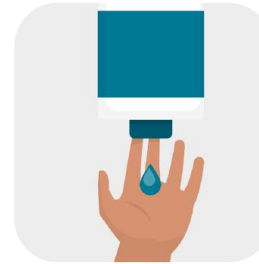
# How to guarantee a safe working place

## 2.2 Disposal of masks



Disposal of masks must be in covered containers with a pedal opening. This will avoid any unintended contact with the surrounding material.

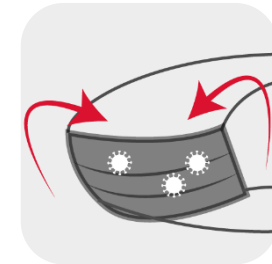
If employees want to use masks **on the way to work, these** should be discarded before entering. It is recommended to foresee at the entrance of the premises specific bins to discard them if they are disposable. If not, they should be kept on a closed box.



**Step 1:** wash hands with soap



**Step 2:** remove face mask



**Step 3:** fold mask, with contaminated side inwards



**Step 4:** roll up the mask



**Step 5:** tie the ends and wrap it in plastic



**Step 6:** throw in the pedal-bin and wash & disinfect your hands

# How to guarantee a safe working place

## 2.3 Cleaning and disinfection of the work environment



Surfaces must be cleaned and disinfected frequently.

Frequently clean and disinfect the objects you use and touch, e.g. power outlets, keyboards, doors, utensils, handles, equipment, buttons of mixers, timers, oven commands, etc.

It is recommended that in all rooms, cleaning and disinfecting agents and disposable wipes are available.

Cleaning product used must be detergent + alcohol 70% or a properly registered product that could be used as a cleaning/disinfectant agent.



# How to guarantee a safe working place

## 2.4 How to wash your hands

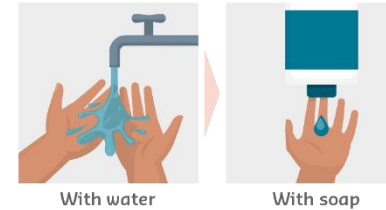


Be aware that the virus can remain active for a long time on certain materials such as metal and plastic.

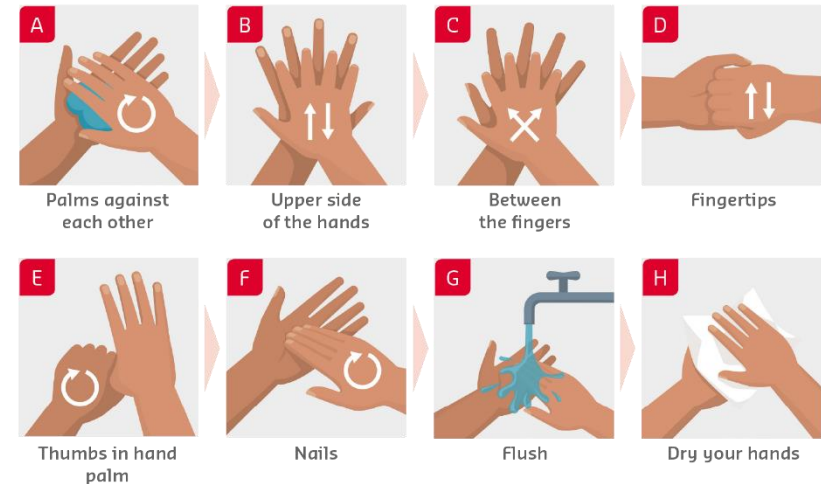
### Washing hands is therefore mandatory:

- After using the toilet.
- Before and after eating.
- When you enter a building or a meeting room.
- After touching an object that could potentially be contaminated (door, pen, document, button, IT device).
- If none of the above applies, people should wash their hands at least every 2 hours.
- Use disinfectant after washing your hands. Using gel/foam without washing hands is not effective.

### 1 Make hands wet



### 2 Rub well (40-60 sec)





# How to guarantee a safe working place

## 2.5 How to use gloves



The adoption of nitrile gloves is mandatory when any activity requires frequent contact with surfaces and when washing hands every time is not practical.

Never pass your hand over your eyes, nose or mouth, even when wearing gloves / a mask.

When nitrile gloves are not available, plastic gloves can be used – avoid latex gloves.

Always remember to discard gloves before you wash your hands.

Gloves are to be used when handling products post backing.

Remember the most important measure is to regularly wash your hands.



# How to guarantee a safe working place

## 2.5 How to use gloves



### WHO guidelines for food business Covid 19 & Food safety

Gloves may be used by staff but must be changed frequently and hands must be washed between glove changes and after gloves are removed.

- Gloves must be changed after carrying out non-food related activities.
- Staff should be aware that wearing gloves can allow bacteria to build up on the surface of the hands, so handwashing is extremely important when gloves are removed to avoid subsequent contamination of food.
- Staff should avoid touching their mouth, nose and eyes when wearing gloves.
- Handwashing is a greater protective barrier to infection than wearing disposable gloves



# How to guarantee a safe working place

## 2.6 Select one-way paths to avoid people crossing



Where possible design and implement one-way paths.

Where this is not possible people should walk on the right side of the corridor.  
(Or left one for countries with left driving practices)

If social distancing cannot be respected a mask should be used



# HEALTH & SAFETY - COVID-19

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# 3. Specific additional measures for different work environments



1. Break area

2. Take the stairs

3. Use of toilets

4. Preparation area

5. Locker rooms

6. Meetings

7. Offices desks – 5S

8. Internal circulation

9. Warehouses & logistics

10. Supplier visits

11. Deliveries

12. Parking lot

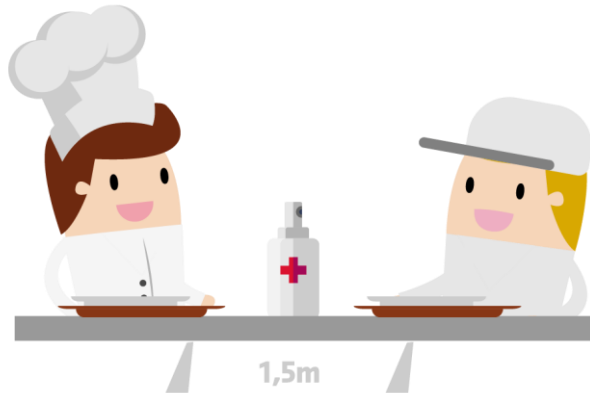
13. Smoking area

Before



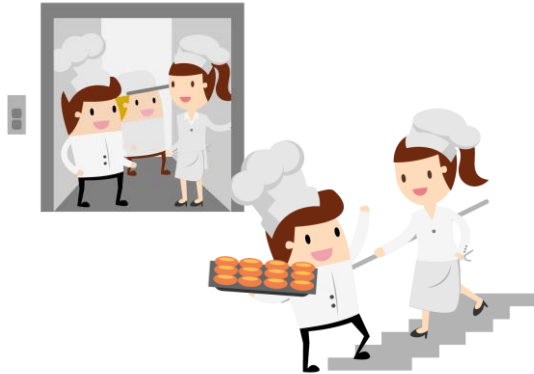
Everybody sat close to each other.

New Normal



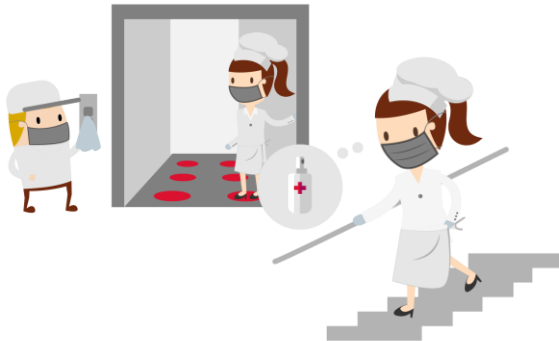
- Wash your hands before and after.
- Sit at 1.5m from each other (for all meals).
- Avoid using a mobile and other electronic devices during eating time.
- Clean and disinfect after each service.

Before



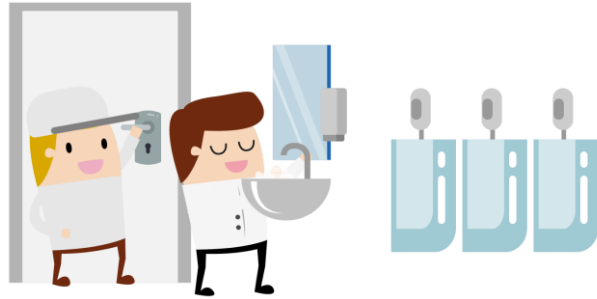
- Crowded elevators.
- Limited control when using the stairs.

New Normal



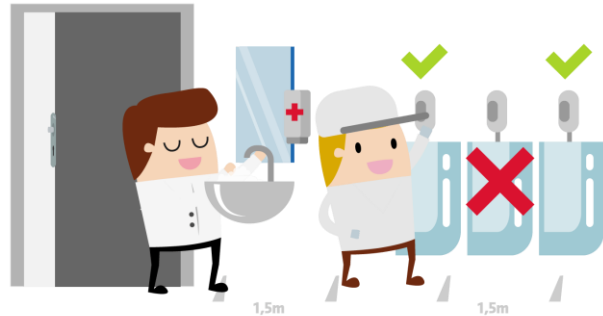
- Stay fit and take the stairs!
- If not possible, max 1 person per elevator.
- Avoid crowds. Practice social distancing.
- Wash and disinfect your hands after use.
- Regular cleaning of surfaces while wearing mask.

Before



- The urinals were used, and the doors are normally closed upon arrival even if vacant.

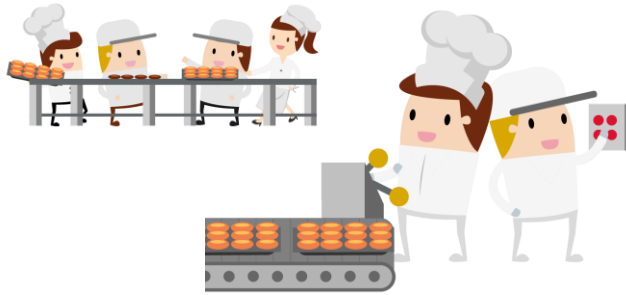
New Normal



- Avoid waiting lines, respect social distancing of 1.5m
- Urinals can be used - respecting the 1.5m social distancing.
- Entrance doors must remain open.
- To ease access, the doors must be left open when not in use.
- Flushing should be done with the lid closed.
- Wash and disinfect your hands so have soap and gel/foam available.

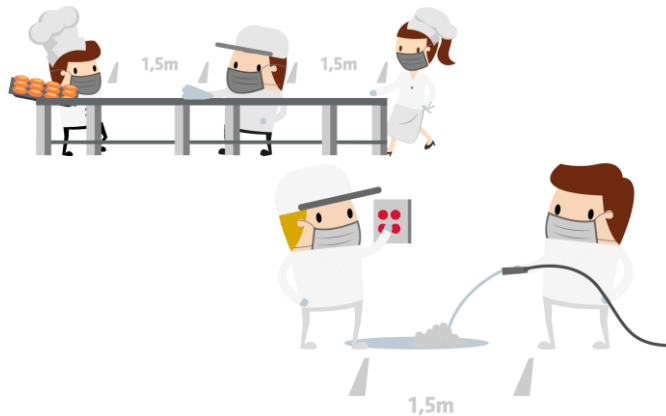


Before



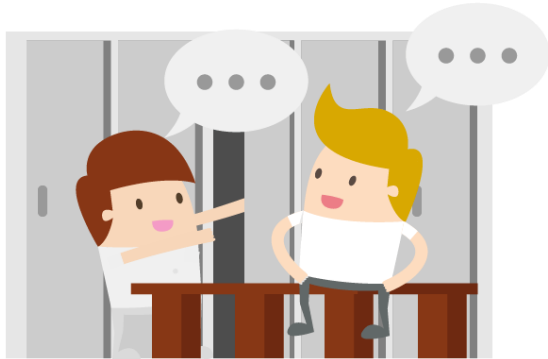
- No social distancing.
- Beside the PPEs recommended, masks were not used.

New Normal



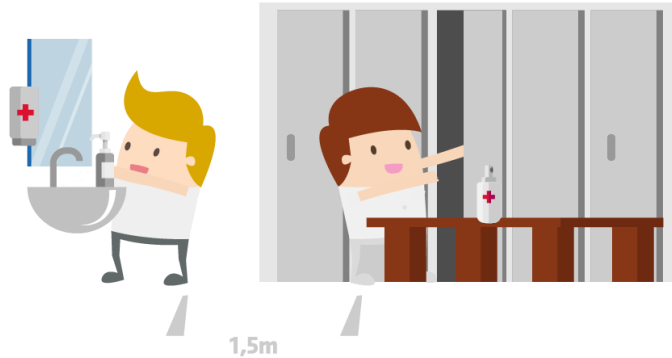
- Ensure preparation areas are cleaned more frequently.
- Maintain social distancing of 1.5m if possible.
- If not, use face masks.
- Cleaning and disinfection routines must be increased, e.g. equipment, kitchen bench, machines.

Before



- Used without guidelines and limitation.

New Normal



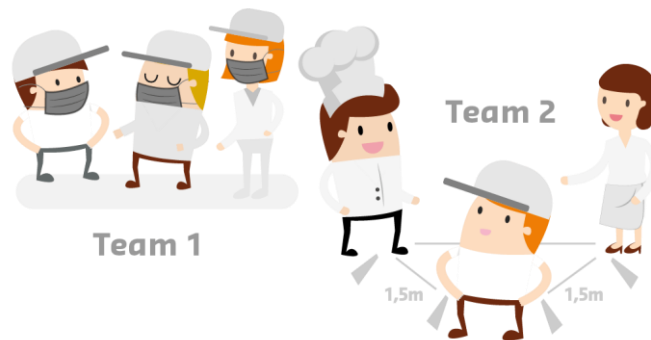
- Maintain social distancing.
- Leave as fast as possible.
- Wash and disinfect hands before exiting.
- If needed reorganize the space and access schedules. to control the use as ensuring proper cleaning and disinfection.

Before



- All employees stood close and did not wear specific protection.

New Normal



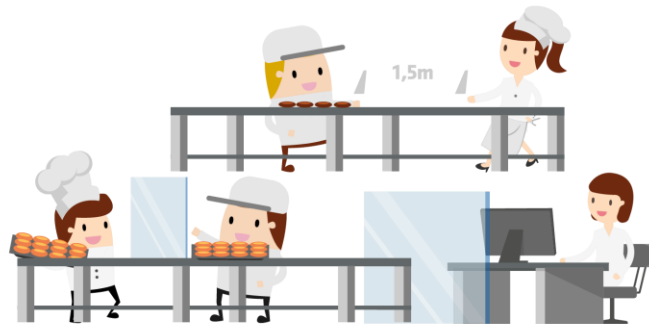
- Maintain social distancing of 1.5m.
- Break into smaller groups.
- Cancel when judged appropriate.
- Wear masks if you cannot ensure social distancing of 1.5m.

Before



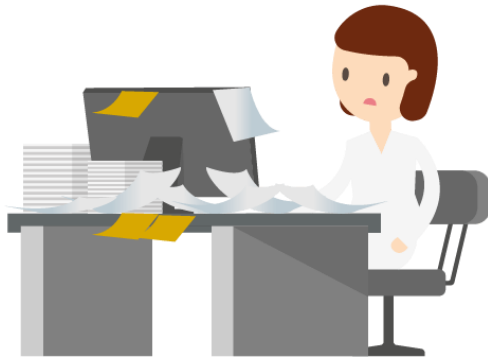
- All desk stations were used.
- No social distance or masks.

New Normal



- Ensure alternative seating.
- Apply 5 S – keep desk clean and tidy.
- Foresee a kit to allow cleaning and disinfection of the office, laptop or desktop before starting to work (should include products + wipes).
- Open windows to ensure air refreshing when possible.
- Stagger breaks and don't congregate in the break room.
- Keep distance when taking breaks together and wear masks.

Before



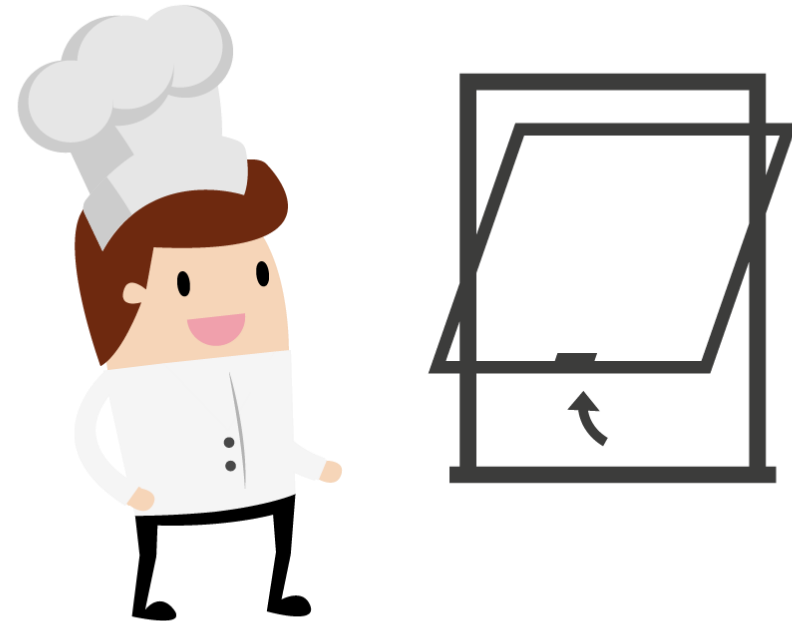
- All desk stations were used.
- No social distance or masks.

New Normal

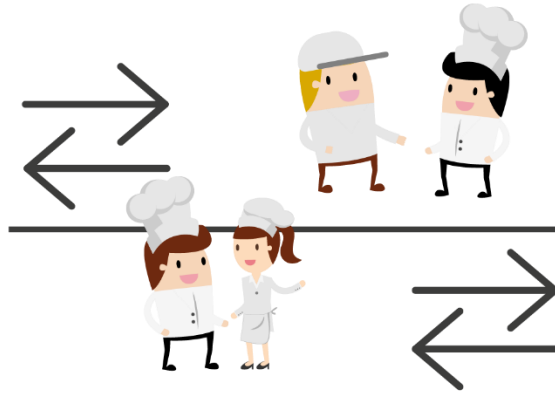


- If it is not possible to respect social distancing use collective protection equipment such as:
  - Plastic screens
  - Walls to compartmentalize workplaces
  - Or wear masks.

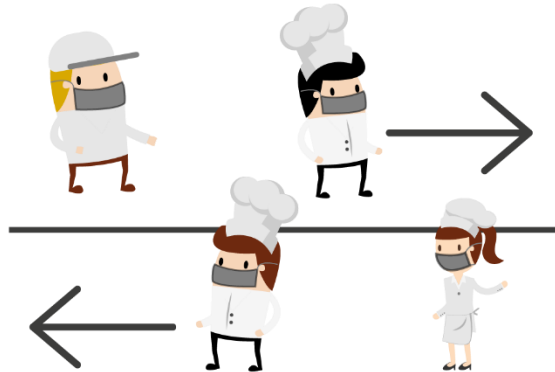
- Give preference to natural ventilation, opening windows and doors, whenever possible.
- If we have no choice but to use mechanical ventilation (air conditioner), use it at low speed.
- Follow the normal procedures for filter change and maintenance.
- Avoid using rooms without any ventilation.
- Do not use individual fans that can spread the virus in the air.



Before



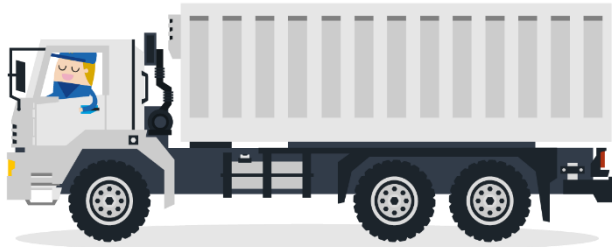
New Normal



- Internal circulation was open and unrestricted.

- Define if possible the best internal circulation flow to respect social distancing.
- Opt for as many one-way paths as possible.
- Identify the paths to be followed on the floor with arrows and traffic signals.

Before



- Masks and nitrile gloves were not requested for logistics and warehouses areas or associated services.

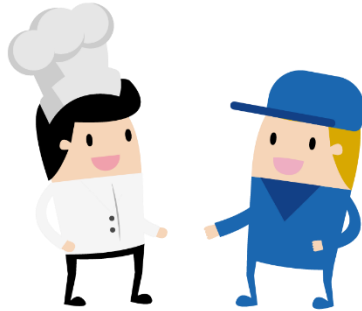
New Normal



- Personnel who have to be in contact with external visitors, such as truck drivers, must wear masks and gloves.
- For personnel not in contact with external visitors, use the PPEs recommended.
- Masks must be used all the time and changed for every shift if social distancing cannot be respected.
- Cleaning and disinfection routines must be increased, e.g. touchscreen panels, machines, equipment.

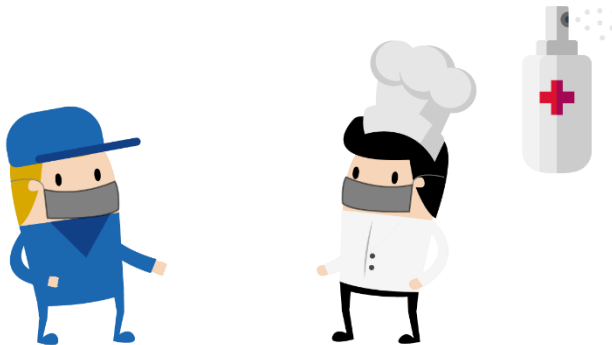


Before



- Wearing masks was not required.
- Not necessary to respect social distancing.
- Sitting side by side and opposite each other was possible.

New Normal



- Personnel who need to be in contact with external visitors, such as truck drivers, must wear masks and gloves.
- For personnel not in contact with external visitors use the PPEs recommended.
- Masks must be used all the time and changed for every shift if social distancing cannot be respected.
- Cleaning and disinfection routines must be increased, e.g. touchscreen panels, machines, equipment.

Before



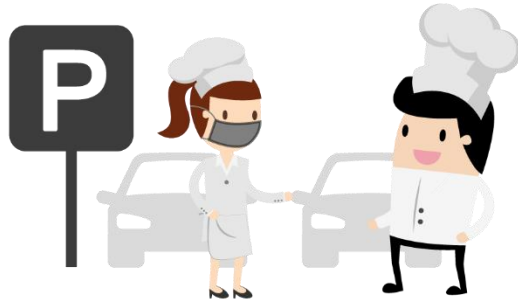
- Wearing masks was not required.
- It was not necessary to respect social distancing.

New Normal



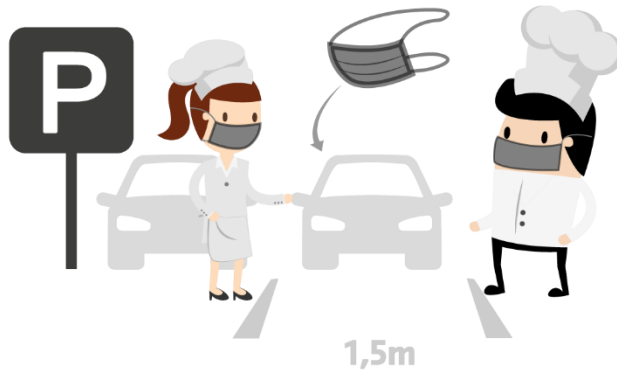
- Maintain social distancing of 1.5m, wear masks, and wash and disinfect your hands frequently.
- Minimize the risk of contact with suppliers (loading and unloading done entirely by the supplier or entirely by the recipient).
- Put screens, wear masks, provide gels and all necessary precautionary measures to preserve our staff at reception.

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.

New Normal



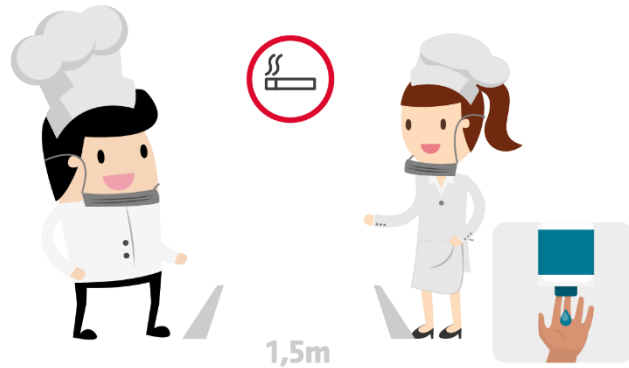
- Maintain social distancing of 1.5m.
- If you wear masks, define flow where to dispose them.
- When possible and safe, come to work on foot or by bike, but always with appropriate safety behaviour (e.g. bike helmet).

Before



- Wearing masks was not required.
- Not necessary to respect social distancing.

New Normal



- Avoid smoking if possible, but do not smoke anywhere else.
- Maintain social distancing of 1.5m.
- Wash your hands before and after smoking.

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# 4. How to manage customers



1. Entrance

2. Counter management

3. Payment

4. Pick-up

Before



- Doors were closed.
- The store was sometimes overcrowded.

New Normal



- Keep doors open where possible to minimize contact.
- Regulate the numbers of customers who enter the store to avoid overcrowding.
- In the store ensure recommendation of 1 customer per 10m<sup>2</sup>.

Before



- No social distancing.
- Customers were close to each other

New Normal



- Using floor markings inside the store to facilitate compliance with physical distancing.
- Manage queue control consistent with physical distancing advice both inside and outside the store.
- Install a ticket machine outside and call for next customer to enter using numbers.
- Provide shelter outside for queues & signalling social distance on the floor in order to ensure this is respected.



Before



- No barriers.
- No extra-cleaning procedures for surfaces.

New Normal



- Introduce plexiglass barriers at counters as an additional level of protection for staff and customers.
- Encourage the use of contactless (card) payments.
- Increase attention to cleaning high-touch surfaces: payment terminals, counters, door handles e.g. Implement a cleaning schedule.
- Provide wipes (or other forms of sanitization) for customers to clean.



- It is important to maintain good hygiene practices around open bakery and other food product displays.
- Assign staff to disinfect all utensils and surfaces in contact with food.
- Implement a cleaning schedule as part of a routine.
- Inform your customers and staff about this routine.



Before



- Cash.
- No disinfection of electronic payment equipment.

New Normal



- Avoid use of cash (although in some countries this is not possible).
- Disinfect electronic payment devices or use a plastic cover that can be washed/disinfected.
- Use the contactless (card) option if available.



Before



- Cash.
- Order & payment in the store.

New Normal

#### Bakeronline App



Platform that allows bakers, patisseries and chocolatiers to create, fast and professionally, a virtual personalised shop where their clients can place orders.



- Order and pay online.

All the best. And take care!

